

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



NCR Corporation Docket No. 9378

In re application of: FRAZIER, D.

Serial No. 09/943,708

Filed: August 31, 2001

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

 No additional fee is required.

The fee has been calculated as shown below:

CLAIMS AS AMENDED

FOR	Claims Remaining After Amendment		Highest Number Previously Paid For	Extra Present	Rate	Additional Fee
Total Claims	39	-	41	0 X	\$ 18 =	\$ 0
Independent Claims	5	-	5	0 X	\$ 86 =	\$ 0
Total additional fee for this amendment ----->						\$ 0

- * If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
- ** If the "Highest Number Previously Paid For" in this space is less than 20, write "20" in this space.
- *** If the "Highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

Please charge the above fee to the account of NCR Corporation,
Deposit Account No. 50-1673.

Respectfully,

John D. Cowart
Reg. No. 38,415

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on
1-27-2004.

By: Sallie Spicer
 Name: Sallie Spicer